ONTARIO LABOUR RELATIONS BOARD
ANNUAL REPORT
2000-2001

May 2001
Chair – R. O. MacDowell

Chair's Message

Fiscal 2000-2001 was a period of economic prosperity for the Province of Ontario, and relative stability here at the Board. Last year we received approximately 4000 new cases - which is roughly the same as in the previous fiscal year. However, because of increasing organizational efficiencies, we were able to reduce both the overall number of pending cases, and the number of outstanding decisions. Median disposition times were reduced by 24%.

As usual, the bulk of the dispute resolution was done by the parties themselves, with the assistance of labour relations officers. About 88% of the cases filed were settled without a formal hearing. Accommodation and compromise continue to be the primary method of resolving labour relations disputes.

The sunny economic climate is reflected in the behaviour of parties in the community. Over the last fiscal year: unfair labour practice activity was down (especially if one discounts duty of fair representation cases which are seldom successful); construction industry grievance activity was also down; certification activity has shown a moderate increase; and employee-initiated termination applications were relatively low. The "quick vote" certification system continues to work quite efficiently. Roughly 90 percent of representation votes are conducted within seven days of the certification application being filed, and the overall union "success rate" is around 70 percent.

On the other hand, if the sunny economic climate helps to explain why employer-employee-trade union relationships were relatively stable last year, that climate does not seem to have had much effect on trade unions themselves. There continues to be a relatively high level of inter-union rivalry, which often spills over into applications at the Board. Nor has that rivalry been confined to the construction industry.

On the organizational side of things, institutional and technological change continue apace, allowing us to improve our level of service and communication with the community, and, at the same time, reduce the average cost per case disposed of. What this means is that "ordinary cases" are being disposed of more quickly and efficiently -- although, of course, there will always be complicated cases that take longer, and we are continuing to look for better ways of doing things.

For example, our website has improved our ability to keep the community informed about what is going on at the Board. Indeed, we hope that, as time goes on, our stakeholders will become more comfortable with using the website -- which has all of our Rules and Forms and information bulletins, as well as current cases of interest and notes of organizational changes. We anticipate that the statistics that are in this annual report will soon be available on the web, and can be updated quarterly, giving ready access to current and historical information about both the Board itself and the system that it administers. In this sense, a paper report like this one should soon become obsolete.

Finally, on a purely personal note, on May 31, 2001, I celebrated my 25th anniversary with the Ontario Labour Relations Board, which, despite all of the changes in recent years, continues to be the best labour relations tribunal in North America. So let me take this opportunity to thank you, the readers in the labour relations community, for your continuing consideration, concern and support.

Table of Contents
OLRB Annual Report 2000-2001

Chair's Accountability Statement 1

Preface 1

I **Organizational Overview**:
- Core Business 2
- Order in Council Appointments 4
- Board Staff 5

II **Executive Summary**
Operational Performance:
- Caseload Analysis 6
- Statistical Tables and Graphs 15
- Case Management Efficiencies 39

III **Measuring Performance – Achieving Goals**
- 2000-2001 OLRB Performance Measures 40

IV **Financial Performance – Managing the Dollars**
- 2000-2001 OLRB Budget Allocation and Expenditures 41

V **A Look Ahead – Technology at the OLRB** 42

OLRB Annual Report 2000-2001

Chair – R.O. MacDowell

Accountability Statement

The OLRB's Annual Report for the fiscal year ending March 31, 2001 was prepared under my direction for submission to the Minister of Labour in accordance with the ***Agency Establishment and Accountability Directive – February 2000***, as issued by Management Board of Cabinet .

Preface

The Public Accounts of Ontario are the annual financial statements that are prepared in compliance with the requirements of Section 13 of the *Ministry of Treasury and Economics Act*. The Public Accounts consist of the financial report of the Government of Ontario and the financial reports of each ministry. In accordance with the Ministry of Labour's Delegation of Financial Authority Framework, financial authority is delegated to the agency. Each year the OLRB verifies that all its transactions are reflected accurately and completely in the Public Accounts through the execution of a Certificate of Assurance.

The Annual Report of the Ministry of the Labour, which is to be released in the fall of each year, in the form of its Business Plan, contains the Minister's mission and accountability statements, the consolidated financial/allocation statements of the Ministry and a comparison of actual performance results to desired results set out in the Ministry business plan.

As an agency of the Ministry of Labour, the OLRB's Annual Report is subject to the minimum reporting requirements established in the ***Agency Establishment and Accountability Directive***, including:

- financial statements that have been audited or subject to the appropriate level of external assurance;
- analysis of operational performance;
- analysis of financial performance;
- names of appointees and term of appointments
- performance measures, targets achieved/not achieved and action to be taken.

This report covers the fiscal year April 1, 2000 to March 31, 2001.

1 Organizational Overview

- Core Business
- OICs and Staff

OLRB - Core Business

The Board is an independent tribunal mandated to handle a variety of different applications, under a number of different pieces of legislation, including:

- *Colleges Collective Bargaining Act,* R.S.O. 1990, c. C.15
- *Community Small Business Investment Funds Act*, S.O 1992, c.18.
- *Crown Employees Collective Bargaining Act*, 1993, S.O. 1993, c. 38
- *Education Act,* R.S.O. 1990, c. E.2
- *Employment Standards Act*, R.S.O. 1990, c.E.14
- *Environmental Bill of Rights Act*, 1993, S.O. 1993, c. 28
- *Environmental Protection Act*, R.S.O. 1990, c. E.19 which gives the Board jurisdiction under the following legislation:

* *Environmental Assessment Act*, R.S.O. 1990, c. E.18
* *Environmental Protection Act*, R.S.O. 1990, c. E.19
* *Ontario Water Resources Act*, R.S.O. 1990, c. O.40
* *Pesticides Act*, R.S.O. 1990, c. P.11
* *Fisheries Act*, R.S.C. 1970, c. F-14

- *Fire Protection and Prevention Act, 1997,* S.O. 1997, c.4
- *Hospital Labour Disputes Arbitration Act*, R.S.O. 1990, c. H.14
- *Labour Relations Act, 1995*, S.O. 1995, c. 1, Sch. A
- *Occupational Health and Safety Act*, R.S.O. 1990, c. O.7
- *Public Sector Labour Relations Transition Act*, 1997, S.O. 1997, c. 21
- *Public Service Act*, R.S.O. 1990, c. P.47
- *Smoking in the Workplace Act*, R.S.O. 1990, c. S.13

The Board's primary work is administering the *Labour Relations Act, 1995*, which regulates many aspects of collective bargaining in Ontario. The legislative policy underlying the Act is set out in section 2:

2. The following are the purposes of the Act:

1. To facilitate collective bargaining between employers and trade unions that are the freely designated representatives of the employees.

2. To recognize the importance of workplace parties adapting to change.

3. To promote flexibility, productivity and employee involvement in the workplace.

4. To encourage communication between employers and employees in the workplace.

5. To recognize the importance of economic growth as the foundation for mutually beneficial relations amongst employers, employees and trade unions.

6. To encourage co-operative participation of employers and trade unions in resolving workplace issues.

7. To promote the expeditious resolution of workplace disputes.

With this policy as a basis, the Act confers on the Board the authority over many important aspects of labour relations, including the certification of unions to represent employees, unfair labour practices, successor bargaining rights, strikes and lock-outs, first contract directions, jurisdictional disputes and the arbitration of grievances in the construction industry. In order to carry out this mandate, the full Board is composed of a Chair, an Alternate Chair, 14 full-time and 5 part-time Vice-Chairs, and 9 full-time Board Members. These individuals draw upon specialized expertise in labour relations in hearing and determining cases before them. The Board strives to keep its procedures informal, expeditious and fair, and to avoid being overly technical or legalistic. However, it is important to recognize that legal rights are in issue, the statutory framework is often complex, and, these days, it is common for parties to be represented by lawyers.

Under section 114(1) of the *Labour Relations Act, 1995*, the Board has the exclusive jurisdiction to exercise the power conferred upon it and to determine all questions of fact or law that arise. Its decisions are not subject to appeal and a privative clause in the Act limits the scope of judicial review. The Board does have the power to reconsider any of its decisions, although it exercises this jurisdiction carefully in the interests of finality and fairness. The Board is also entitled to determine its own practices and procedures and to make rules. Those rules and the forms for commencing or responding to cases are available on the OLRB's website www.gov.on.ca/lab/olrb/eng/homeeng.htm or, directly, from the Board at 505 University Avenue, 2nd Floor, Toronto, Ontario, M5G 2P1, in both paper form and computer disk.

Order in Council (OIC) Appointments:

CHAIR	CURRENT TERM	ORIGINAL APPT. DATE
Richard O. MacDowell	**Sep 20/98 – Sep 19/01**	**Sep 20/95 – C; Mar 1/79–VC**
ALTERNATE CHAIR		
Mary Ellen Cummings	**Jan 1/99 – Aug 12/02**	**Jan 1/99 – Alt; Aug 13/97–VC**
VICE-CHAIRS (Full Time)		
Christopher J. Albertyn	Oct 7/97 – Oct 6/02	Oct 7/94; PT up to Mar 8/95
Anthony F. Brown	Apr 29/99 – Apr 28/02	April 29, 1999
Harry Freedman	Jul 8/98 – Jul 7/01	July 8, 1998
Diane L. Gee	Jan 13/00 – Jan 12/03	January 13, 1994
Patrick M. Kelly	May 17/99 – May 16/02	May 17, 1999
John M. Lewis	Apr 29/99 – Apr 28/02	April 29, 1999
David A. McKee	Apr 29/99 – Apr 28/02	April 29, 1999
Mary Anne McKellar	Jan 24/01 – Jan 23/04	January 24, 2001
Brian C. McLean	Jul 8/98 – Jul 7/01	July 8, 1998
Stephen Raymond	May 3/00 – May 3/03	May 3, 2000
Caroline Rowan	May 6/99 – May 5/02	May 6, 1999
Timothy W. Sargeant	Feb 28/99 – Feb 27/02	February 28, 1996
Marilyn Silverman	Apr 29/99 – Apr 28/02	April 29, 1999
Inge M. Stamp	Sep 21/99 – Sep 20/02	Sep 21/87 –VC; Sep 13/82-M
Laura Trachuk	Feb 3/99 – Feb 2/02	February 3, 1993
VICE-CHAIRS (Part Time)		
Pamela A. Chapman	Jul 23/99 – Jul 22/02	Jul 23/93; PT – Sep 1/98
Russell G. Goodfellow	Jun 4/98 – Jun 3/01	Feb 3/93; PT – June 4/95
Bram Herlich	Oct 12/98 – Oct 11/01	Oct 12/89; PT – Oct 12/98
Gail E. Misra	Dec 1/00 – Jan 18/03	Jan 19/94; PT – Dec 1/00
Marilyn A. Nairn	Jul 10/98 – Jul 9/01	Jul 10/89; PT – Jul 10/98

BOARD MEMBERS	CURRENT TERM	ORIGINAL APPT. DATE
EMPLOYERS – Full Time		
Jerry G. Knight	Aug 13/97 – Aug 12/02	August 13, 1997
Glenn A. Pickell	Mar 25/01 – Mar 24/04	March 25, 1998
James A. Ronson	Jul 26/97 – Jul 25/02	July 26, 1979
Judith A. Rundle	Jul 17/98 – Jul 16/01	July 17, 1986
EMPLOYEES – Full Time		
Alan Haward	Mar 25/01 – Mar 24/04	March 25, 1998
George S. McMenemy	Nov 5/98 – Nov 4/01	November 5, 1992
Rene R. Montague	Mar 5/01 – Mar 5/04	March 6, 1986
David A. Paterson	Apr 2/98 – Apr 1/01	April 2, 1986
Hugh Peacock	Nov 13/98 – Nov 12/01	November 13, 1986

The OLRB's operations and staff can be broadly divided into The Board, Administration, Field Services (mediation), and Legal Services. The administrative, field, and legal staff are civil service appointments. **The Board is composed of a Chair, an Alternate Chair, Vice-Chairs and Board Members. The Chair, Alternate Chair, Vice-Chairs and Board Members are appointed by the Lieutenant Governor in Council as Order in Council appointments (OIC).**

Board Staff

ADMINISTRATION:

Office of the Director and Registrar
The Director and Registrar is the chief administrative officer of the Board. He is responsible for the overall administration of the Board's businesses: operations, mediation and adjudication. The Director and Registrar oversees the effective processing and scheduling of each case, and communicates with the parties in matters relating to the mediation of cases, scheduling of hearings or on particular problems in the processing of any given case. Every application received by the Board enters the system through the Director and Registrar's office.

Manager of Administration
The Manager of Administration is responsible for the efficient operation of the Board through the effective and efficient coordination of the procurement and budget functions, human resources functions, client services, Information and Information Technology, and the provision of administrative direction for all shared/common services.

Library Services
In December 1998 the Ontario Labour Relations Board Library was merged with the Workplace Safety and Insurance Appeals Tribunal Library and the Pay Equity Commission Library to form the new Ontario Workplace Tribunals Library. The library is situated in the same building as the Board – 505 University Avenue – currently on the 7th floor.

Library holdings related to the OLRB include all reported OLRB decisions from1944 to date, all judicial reviews of OLRB decisions from 1947 to date, all bargaining unit certificates issued by the OLRB from 1962 forward. In addition, the Library has a collection of all Employment Standards review decisions from 1970 to date and all Occupational Health and Safety appeal decisions from 1980 to date. Textbooks, journals and case reports in the areas of labour, administrative and constitutional law are also held.

FIELD SERVICES (mediation)
The Board is a pioneer in the area of alternative dispute resolution. The Manager of Field Services, eleven Labour Relations Specialists, and fourteen Labour Relations Officers, are responsible for mediating settlements in all of the Board's cases. In fiscal 2000/2001 LROs facilitated settlements in more than 85% of all disposed cases. In addition to settling cases, Labour Relations Officers assist parties in identifying issues and streamlining the cases that do get adjudicated in order to avoid unnecessary litigation. They also, along with the Board's Conciliation Officers, carry out the Board's pre and post vote phone mediation program and conduct representation and final offer votes.

LEGAL SERVICES
Legal Services to the Board are provided by the Solicitors' Office, which consists of two Board Solicitors. The Solicitors provide legal research, advice, opinions and memoranda to the Chair, Vice-Chairs, Board Members, Labour Relations Officers and administrative staff. They are extensively involved in changes to the Board's rules of procedure and forms and contribute to the continuing education of staff. The Board's Solicitors also represent the Board in court proceedings, including applications for judicial review.

II Executive Summary – Overview of Results

Operational Performance:
- Caseload analysis
- Caseload and statistical tables
- Case Management Efficiencies

Measuring Performance - Achieving Goals
Financial Performance - Managing the Dollars
A Look Ahead – Technology at the OLRB

OLRB - Operational Performance:

CASELOAD ANALYSIS, CASE MANAGEMENT EFFICIENCIES and STATISTICAL TABLES/GRAPHS 2000-2001

Caseload Analysis

In fiscal year 2000-2001, the Board received a total of **4,099** applications, appeals and complaints.

In addition to the cases received, 2,105 were carried over from the previous year for a total caseload of 6,204 in 2000-2001. Of the total caseload, 4702 were disposed of during the year and 1,502 (**a reduction of 28.7 % from the previous fiscal year**) were pending in various stages of processing/mediation/adjudication at March 31, 2001.

Note: The section numbers referred to below correspond to the Labour Relations Act, 1995, S.O. 1995, c.1, Schedule A ("Bill 7").

Labour Relations Officer Activity

Labour Relations Specialists and Officers are the Board's professional mediators. They are assigned to every Board case in an effort to facilitate settlements in matters brought before the Board, without the need for formal litigation before the Board itself. **(Table 3)**

Of those cases in which activity was completed and cases disposed by the end of the year, **87.5%** of these cases were settled with the assistance of Labour Relations Officers. Officers referred 587 cases to the Board for decisions or proceedings; and settlement efforts were continuing in 1502 cases at March 31, 2001.

Representation Votes

In 2000-2001, the Board's Labour Relations Officers and Conciliators conducted a total of 840 representation votes among employees in one or more bargaining units. Of the 840 votes conducted, 766 involved certification applications, and 74 were held in applications for termination of existing bargaining rights. **(Table 4)**

Of the certification votes, 669 involved a single union on the ballot, and 97 involved two unions.

A total of 45,065 employees were eligible to vote in the 840 elections that were conducted, of whom 36,435 or 80.8 percent cast ballots. Of those who participated, 56.8 percent voted in favour of union representation. In the 669 elections in certification applications that involved a single union, 82.2 percent of the eligible voters cast ballots, with 56.5 percent of the participants voting for union representation.

In the 74 votes in applications for termination of bargaining rights, 82.7 percent of the eligible voters cast ballots, with only 30.6 percent of those who participated voting for the incumbent unions.

Final Offer Votes

In addition to taking votes ordered in its cases, the Board's Registrar was requested by the Minister to conduct votes among employees on employers' last offer for settlement of a collective agreement dispute under section 42(1) of the Act. Although the Board is not responsible for the administration of votes under that section, the Board's Registrar and field staff are assigned to conduct these votes because of their expertise and experience in conducting representation votes under the Act.

Of the 27 requests dealt with by the Board during the fiscal year, six cases were granted, seven cases were settled, eight cases were dismissed, one case was terminated, and the remaining five cases were pending at March 31, 2001.

In the 14 votes held, employees accepted the employer's offer in six cases and rejected the offer in eight cases.

Disposition Time – Major Categories

Table 6 provides statistics on the time taken by the Board to process the 3,662 cases disposed of in 2000-2001, excluding cases in which proceedings were adjourned sine die. Information is shown separately for the three major categories of cases handled by the Board - certification applications, complaints of contravention of the Act, and referrals of grievances under construction industry collective agreements - and for the other categories combined.

Overall median times to proceed from filing to disposition for the 3,662 cases that were completed in 2000-2001 were **reduced by 24% from fiscal 1999/00**. For the three major categories: 863 certification applications were processed in a median of 29 days; 791 complaints of contravention of the Act took 101 days; and 490 referrals of construction industry grievances required 15 days.

Certification of Bargaining Agents

In 2000-2001, the Board received 850 applications for certification of trade unions as bargaining agents of employees, an increase of 21.43 percent from 1999 - 2000. **(Table 1)**.

Ten unions, each with more than 25 applications, accounted for 74.3 percent of the total filings: Canadian Auto Workers (201 cases), Labourers (95 cases), Canadian Union of Public Employees (CUPE) (78 cases), Carpenters (67 cases), Teamsters (38 cases), Food and Commercial Workers (33 cases), United Steelworkers (33 cases), Ontario Public Service Employees (31 cases), International Operating Engineers (30 cases), and IWA-Canada (26 cases). In contrast, 17 unions filed fewer than 5 applications each. These unions together accounted for 3.9 percent of the total certification filings. **(Table 7)**

Table 8 gives the industrial distribution of the certification applications received and disposed of during the year. Non-manufacturing industries accounted for 86.8 percent of the applications received, concentrated in health and welfare services (226 cases) and construction (172 cases). These two groups comprised 53.9 percent of the total non-manufacturing applications. The 112 applications involving establishments in manufacturing industries comprised 13.2 percent of the new applications.

In addition to the 850 applications received, 273 cases were carried over from last year, making a total certification caseload of 1,123 in 2000-2001. Of the total caseload, 927 were disposed of and 196 cases were pending at March 31, 2001. Of the 927 dispositions, certification was granted in 521 cases; 243 cases were dismissed; and 163 cases were settled. The certified cases represented 60.37 percent of the total dispositions. **(Table 1)**

Of the 764 applications that were either certified or dismissed, final decisions in a number of cases were based on the results of representation votes. Of the 749 votes conducted, 678 involved a single union on the ballot, and 71 were held between two unions. Applicants won in 536 of the votes and lost in the other 213. **(Table 5)**

A total of 47,571 employees were eligible to vote in the 749 elections, of whom 36,300 or 76.3 percent cast ballots. In the 536 votes that were won and resulted in certification, 21,991 or 69.5 percent of the 31,620 employees eligible to vote cast ballots, and of these voters, 16,790 or 76.3 percent favoured union representation. In the 213 elections that were lost and resulted in dismissals, 14,309 employees participated, and, of these, 5,862 or 41.0 percent voted for union representation. **(Table 5)**

Size and Composition of Bargaining Units

Small units continued to be the predominant pattern of union organizing efforts through the certification process in 2000-2001. The average size of the 542 bargaining units in the 521 applications that were certified was 68 employees, compared with 63 employees in 1999-2000. The 63 units in construction certifications averaged seven employees, and the 479 units in non-construction certifications averaged 76 employees. Sixty-three point nine (63.9) percent of the total certification applications involved units of fewer than 40 employees, and 26.1 percent applied to units of fewer than 10 employees. The total number of employees covered by the certification applications granted increased to 36,901 from 19,763 in 1999-2000. **(Table 9)**

Of the employees covered by the certification applications granted, 8,168, or 22.1 percent, were in bargaining units that comprised full-time employees or in units that excluded

employees working 24 hours or less a week. Units composed of employees working 24 hours or less a week accounted for 9,528 employees. Full-time and part-time employees were represented in units covering 19,205 employees, including units that did not specifically exclude employees working 24 hours or less a week. **(Tables 11 and 12)**

Eighty-eight point zero (88.0) percent of the employees, or 32,460, were employed in production and related occupations; 1,800 were in office, clerical and technical occupations - mainly in health and welfare services. Professional employees, found mostly in health and welfare services, accounted for 1,393 employees; and 1,241 were in units that included employees in two or more classifications. **(Tables 13 and 14)**

Disposition Time – Certifications Granted

A median time of 30 calendar days was required to complete the 521 certification applications granted from receipt to disposition. For non-construction certification, the median time was 33 days for 463 cases; and for construction certification, the median time was 45 days for 58 cases. **(Table 10)**

Eighty-six point nine percent (86.9) of the 521 certification applications granted were disposed of in 84 days (3 months) or less **(Table 10)**.

Termination of Bargaining Rights

In 2000-2001, the Board received 129 applications under sections 63, 65, 66, 67, and 132 of the Act, seeking termination of the bargaining rights of trade unions. In addition, 55 cases were carried over from 1999-2000. **(Table 1)**

Of the 184 cases processed, bargaining rights were terminated in 59 cases, 29 cases were dismissed, 49 cases were settled and 47 cases were pending at March 31, 2001.

Sixty-two (62) representation votes were held on 88 cases that were either granted or dismissed. A total of 2,548 employees were eligible to vote in the 62 elections that were held, of whom 2,102 or 82.5 percent cast ballots. Of those who cast ballots, 271 voted for continued representation by unions and 322 voted against. **(Table 5)**.

Declaration of Successor Trade Union

In 2000-2001, the Board dealt with 82 applications for declarations under section 68 of the Act concerning the bargaining rights of successor trade unions resulting from a union merger or transfer of jurisdiction. Affirmative declarations were issued by the Board in 67 cases, five cases were settled, one case was terminated, and the remaining nine cases were pending at March 31, 2001. **(Table 1)**

Declaration of Successor or Common Employer

In 2000-2001, the Board dealt with 375 applications for declarations under section 69 of the Act concerning the bargaining rights of trade unions of a successor employer resulting from a business sale, or for declarations under section 1(4) to treat two companies as one employer. The two types of requests are often made in a single application.

Affirmative declarations were issued by the Board in 30 cases, 25 applications were dismissed, 174 cases were settled and 146 cases were pending at March 31, 2001. **(Table 1)**

Declaration/Direction of Unlawful Strike

In 2000-2001, the Board dealt with 23 applications seeking a declaration under section 100 regarding an alleged unlawful strike by employees in the non-construction industry. Seventeen cases were settled, four cases were granted, one case was dismissed and the remaining case was pending at March 31, 2001. **(Table 1)**

The Board dealt with seven applications seeking directions under section 144 of the Act against alleged unlawful strikes by construction workers. Of these, five cases were settled and the remaining two were pending at March 31, 2001. **(Table 1)**

Declaration/ Direction of Unlawful Lock-out

Four applications seeking declarations under section 101 of the Act regarding an alleged unlawful lock-out by non-construction employers were processed in 2000-2001. Three cases were settled and the remaining case was dismissed.

Four applications seeking a declaration under section 144 of the Act regarding an alleged unlawful lock-out in the construction industry were processed in 2000 – 2001. Three cases were settled and the remaining case was dismissed. **(Table 1)**

Consent to Prosecute

In 2000-2001, the Board dealt with 10 applications under section 109 of the Act requesting consent to institute prosecution in court against unions and employers for alleged commission of offences under the Act.

Of the ten applications processed, seven were settled, two were dismissed and the remaining case was pending at March 31, 2001. **(Table 1)**

Complaints of Contravention of Act

Complaints alleging contravention of the Act may be filed with the Board under section 96 of the Act. In handling these cases the Board emphasizes settlements facilitated by its labour relations officers.

In 2000-2001, the Board received 903 complaints under this section. In complaints against employers, the principal charges were alleged illegal discharge of or discrimination against employees for union activity in violation of section 70 and 72 of the Act, illegal changes in wages and working conditions contrary to section 86, and failure to bargain in good faith under section 17. These charges were made mostly in connection with applications for certification. The principal charge against trade unions was alleged failure to represent employees fairly in grievances against their employer.

In addition to the complaints received, 605 cases were carried over from 1999-2000. Of the 1,508 cases processed, 1,331 were settled, and 447 cases were pending at March 31, 2001. **(Table 1)**

In 936, or 88.2 percent, of the 1061 dispositions, settlements and withdrawals of the complaint were secured by labour relations officers (**Table 3**). Remedial orders were issued by the Board in 20 cases, 264 cases were dismissed, 763 cases were settled, and 14 cases were terminated. (**Table 1**)

Construction Industry Grievances

Grievances over alleged violation of the provisions of a collective agreement in the construction industry may be referred to the Board for resolution under section 133 of the Act. As with complaints of contravention of the Act, the Board encourages settlement of these cases by the parties involved, with the assistance of a labour relations officer.

In 2000-2001, the Board received 780 cases under this section. The principal issues in these grievances were alleged failure by employers to make required contributions to health and welfare, pension and vacation funds, failure to deduct union dues, and alleged violation of the subcontracting and hiring arrangements in the collective agreement.

In addition to the cases received, 192 were carried over from 1999-2000. Of the total 972 processed, 849 were disposed of; of these, awards were made by the Board in 154 cases, nine cases were dismissed, 686 cases were settled, and 123 cases were pending at March 31, 2001. (**Table 1**)

In 803, or 94.6, percent of the 849 dispositions, settlements and withdrawal of the grievance were obtained by labour relations officers (**Table 3**).

MISCELLANEOUS APPLICATIONS AND COMPLAINTS

Religious Exemption – Exemption from Union Security Provision in Collective Agreement

Nine applications were processed under section 52 of the Act, seeking exemption for employees from the union security provisions of collective agreements because of their religious beliefs. Four applications were settled, one case was granted, and the remaining four applications were pending at March 31, 2001. (**Table 1**)

Early Termination of Collective Agreements

Eighteen (18) applications were processed under section 58(3) of the Act, seeking early termination of collective agreements. Consent was granted in 16 cases, and the remaining two cases were pending at March 31, 2001. (**Table 1**)

Union Financial Statements

Fourteen (14) complaints were dealt with under section 92 of the Act, alleging failure by trade unions to furnish members with audited financial statements of the union's affairs. Ten applications were settled and the remaining four were pending at March 31, 2001. (**Table 1**)

Jurisdictional Disputes

Fifty-seven (57) complaints were dealt with under section 99 of the Act involving union work jurisdiction. An assignment of work in dispute was made by the Board in four cases,

twenty-nine (29) cases were settled, seven cases were dismissed, one case was terminated, and 16 cases were pending at March 31, 2001. **(Table 1)**

Determination of Employee Status

The Board dealt with 30 applications under section 114(2) of the Act, seeking decisions on the status of individuals as employees under the Act. Twenty-three (23) cases were settled by the parties in discussions with labour relations officers. Two cases were dismissed and the remaining five cases were pending at March 31, 2001. **(Table 1)**

Referrals by Minister of Labour

In 2000-2001, the Board dealt with five cases referred by the Minister under section 115 of the Act for opinions or questions related to the Minister's authority to appoint a conciliation officer under section 18 of the Act, or an arbitrator under sections 48 or 49. One application was granted, one was dismissed, another was settled, and the remaining two cases were pending at March 31, 2001. **(Table 1)**

The Board also dealt with 15 cases referred by the Minister under subsection 3(2) of the *Hospital Labour Disputes Arbitration Act.* Six cases were granted, four cases were settled, and the remaining five were pending at March 31, 2001. **(Table 1)**

Trusteeship Reports

Fifteen (15) statements were filed with the Board during the year reporting that local unions had been placed under trusteeship.

First Agreement Arbitration

In 2000-2001, the Board processed 15 applications for directions to settle first agreements by arbitration. Two directions were issued, two cases were dismissed, nine cases were settled, and two cases were pending at March 31, 2001. **(Table 1)**

Determination of Sector in the Construction Industry

Three applications were dealt with by the Board under section 166 asking the Board to determine whether construction work in question was within the industrial-commercial-institutional sector. Two cases were settled and the remaining case was pending at March 31, 2001. **(Table 1)**

Occupational Health and Safety Act

In 2000-2001, the Board received 82 complaints under section 50 of the *Occupational Health and Safety Act* alleging wrongful discipline or discharge for acting in compliance with the Act. Forty-two (42) cases were carried over from 1999-2000.

Of the total 124 cases processed, 87 cases were disposed of. Of these, 74 cases were settled by the parties in discussions with labour relations officers **(Table 3)**. Three cases were granted, 16 cases were dismissed, and the remaining 37 were pending at March 31, 2001.

Colleges Collective Bargaining Act

One complaint was dealt with under section 77 of the *Colleges Collective Bargaining Act* in 2000-2001; the case was pending at March 31, 2001.

Two applications were dealt with under section 82 of the Act for decisions on the status of individuals as employees under the Act. Both cases were settled.

Statistics on the cases under the *Colleges Collective Bargaining Act* dealt with by the Board are included in **Table 1**.

Appeals under The Employment Standard Act

The *Employment Standards Act* deals with workplace rights such as minimum wage, hours of work, overtime, vacation or public holiday pay, termination issues, and severance pay.

The Board dealt with 1,220 appeals during 2000-2001. Of the 870 cases that were disposed of, 73 were granted, 206 were dismissed, 513 cases were settled, 78 were terminated, and 350 cases were pending at March 31, 2001. **(Table 1)**

Appeals under The Occupational Health and Safety Act

The *Occupational Health and Safety Act* and its regulations ensure that workers' health and safety in the workplace is protected. Violations of the Act are investigated by health and safety inspectors; orders or decisions of inspectors are the subject of appeals to the Ontario Labour Relations Board.

Two hundred and ninety-seven (297) appeals were dealt with by the Board in 2000-2001. Of the 230 cases that were disposed of, 17 appeals were granted, 45 were dismissed, 157 cases were settled, 11 were terminated and 67 cases were pending at March 31, 2001. **(Table 1)**

Applications under The Public Sector Labour Relations Transitions Act, 1997

The *Public Sector Labour Relations Transition Act, 1997* established a separate regime of successor rights governing matters that arise out of restructuring and amalgamations in the broader public sector. The Act gives the Board the power to determine new bargaining unit configurations, to appoint new bargaining agents, and to address other collective bargaining issues that may arise from municipal amalgamations, school board changes and hospital restructuring.

In 2000-2001, the Board received 42 applications under *the Public Sector Labour Relations Transition Act, 1997*. Fourteen (14) applications were carried over from the previous year. Representation votes were held to determine the appropriate bargaining agent and unit(s) in 14 of the 56 cases processed. Of the 56 cases processed, 10 cases were granted, four were dismissed, 22 were settled and 20 cases remained pending. **(Table 1)**

Court Activity 2000-2001

During the fiscal year 2000-2001, the Ontario Superior Court of Justice (Divisional Court) dealt with thirty-three applications for judicial review of Board matters. Twenty-four of these applications were dismissed; seven were abandoned; two were granted. In two of these cases, motions for a stay of proceedings were dismissed.

The Ontario Court of Appeal allowed one appeal of a Divisional Court decision and restored the Board's original decision. The Court of Appeal dismissed two motions for leave to appeal decisions of the Divisional Court.

The Supreme Court of Canada dismissed two matters, granted leave to appeal in one case, and denied leave to appeal in another.

On March 31, 2001, there were twenty-two Labour Board matters pending before the various levels of Court.

All Court decisions relating to matters involving the Board are reported in the bi-monthly *OLRB Reports*.

Table 1

Total Applications and Complaints Received, Disposed of and Pending Fiscal Year 2000-01

Type of Case	Caseload			Disposed of Fiscal Year 2000-01					Pending March 31, 2001
	Total	Pending April 1, 2000	Received Fiscal Year 2000-01	Total	Granted*	Dismissed	Terminated	Settled Withdrawn/Sine Die	
Total	6204	2105	4099	4702	997	867	106	2732	1502
CERTIFICATION OF BARGAINING AGENTS	1123	273	850	927	521	243	0	163	196
DECLARATION OF TERMINATION OF BARGAINING RIGHTS	184	55	129	137	59	29	0	49	47
ACCREDITATION	9	7	2	5	3	0	0	2	4
DECLARATION OF SUCCESSOR TRADE UNION	82	37	45	73	67	0	1	5	9
DECLARATION OF SUCCESSOR EMPLOYER OR COMMON EMPLOYER STATUS	375	200	175	229	30	25	0	174	146
DECLARATION AND DIRECTION OF UNLAWFUL STRIKE	30	9	21	27	4	1	0	22	3
DECLARATION AND DIRECTION OF UNLAWFUL LOCKOUT	8	1	7	8	0	2	0	6	0
CONSENT TO PROSECUTE	10	3	7	9	0	2	0	7	1
CONTRAVENTION OF ACT	1508	605	903	1061	20	264	14	763	447
RIGHT OF ACCESS	1	1	0	1	0	0	0	1	0
EXEMPTION FROM UNION SECURITY PROVISION IN COLLECTIVE AGREEMENT	9	2	7	5	1	0	0	4	4
EARLY TERMINATION OF COLLECTIVE AGREEMENT	18	1	17	16	16	0	0	0	2
TRADE UNION FINANCIAL STATEMENT	14	12	2	10	0	0	0	10	4
JURISDICTIONAL DISPUTE	57	33	24	41	4	7	1	29	16
REFERRAL ON EMPLOYEE STATUS	30	21	9	25	0	2	0	23	5
REFERRAL FROM MINISTER ON APPOINTMENT OF CONCILIATION OFFICER OR ARBITRATOR OR UNDER HLDAA	20	6	14	13	7	1	0	5	7
REFERRAL OF CONSTRUCTION INDUSTRY GRIEVANCE	972	192	780	849	154	9	0	686	123
COMPLAINT UNDER THE OCCUPATIONAL HEALTH & SAFETY ACT	124	42	82	87	3	16	0	68	37
ENVIRONMENTAL PROTECTION ACT	4	3	1	3	0	0	0	3	1
COMPLAINT UNDER THE SMOKING IN THE WORKPLACE ACT	2	-	1	1	0	0	0	1	1
FIRST AGREEMENT ARBITRATION DIRECTION	15	7	8	13	2	2	0	9	2
DETERMINATION OF SECTOR OF CONSTRUCTION WORK	3	1	2	2	0	0	0	2	1
FINAL OFFER VOTE**	27	12	15	22	6	8	1	7	5
FIRE PROTECTION AND PREVENTION ACT	4	2	2	0	0	0	0	0	4
EMPLOYMENT STANDARDS ACT (APPEAL)	1220	420	800	870	73	206	78	513	350
OCCUPATIONAL HEALTH & SAFETY ACT (APPEAL)	297	144	153	230	17	45	11	157	67
PUBLIC SECTOR LABOUR RELATIONS TRANSITION ACT	56	14	42	36	10	4	0	22	20
PROJECT AGREEMENT APPLICATION	2	1	1	2	0	1	0	1	0

* Includes cases in which a request was granted or a determination made by the Board.

** For Final Offer Votes, "Granted" indicates that the offer was accepted and "Dismissed" indicates a rejection.

Table 2

Applications and Complaints Received and Disposed of Fiscal Years 1996-97 to 2000-01

Type of Case	Number Received, Fiscal Year						Number Disposed of, Fiscal Year					
	Total	1996-97	1997-98	1998-99	1999-00	2000-01	Total	1996-97	1997-98	1998-99	1999-00	2000-01
Total	21,952	4,369	5,023	4,501	3,960	4,099	21,817	3,947	4,414	4,557	4,197	4,702
CERTIFICATION OF BARGAINING AGENTS	3,658	683	733	692	700	850	3,661	688	733	707	606	927
COMBINATION OF BARGAINING UNITS	0	0	0	0	0	0	17	10	7	0	0	0
DECLARATION OF TERMINATION OF BARGAINING RIGHTS	767	193	168	163	114	129	834	253	159	160	125	137
ACCREDITATION	9	1	0	1	5	2	6	1	0	0	0	5
DECLARATION OF SUCCESSOR TRADE UNION	234	0	28	5	156	45	238	13	27	1	124	73
DECLARATION OF SUCCESSOR EMPLOYER OR COMMON EMPLOYER STATUS	1,008	241	228	192	172	175	1,011	198	238	169	177	229
APPLICATION UNDER SUCCESSOR RIGHTS (CROWN TRANSFERS)	0	0	0	0	0	0	2	0	2	0	0	0
DECLARATION AND DIRECTION OF UNLAWFUL STRIKE	168	33	35	47	32	21	170	33	31	44	35	27
DECLARATION AND DIRECTION OF UNLAWFUL LOCKOUT	38	11	6	7	7	7	40	10	6	6	10	8
CONSENT TO PROSECUTE	25	5	3	6	4	7	26	2	6	4	5	9
CONTRAVENTION OF ACT	4,793	966	999	1,024	901	903	4,800	981	879	930	949	1,061
RIGHT OF ACCESS	3	0	3	0	0	0	3	0	1	1	0	1
EXEMPTION FROM UNION SECURITY PROVISION IN COLLECTIVE AGREEMENT	31	12	3	8	1	7	34	13	7	3	6	5
EARLY TERMINATION OF COLLECTIVE AGREEMENT	73	12	20	14	10	17	71	12	19	15	9	16
TRADE UNION FINANCIAL STATEMENT	26	7	6	3	8	2	24	4	3	2	5	10
JURISDICTIONAL DISPUTE	142	32	35	22	29	24	147	29	31	25	21	41
REFERRAL ON EMPLOYEE STATUS	99	27	19	27	17	9	121	29	25	22	20	25
REFERRAL FROM MINISTER ON APPOINTMENT OF CONCILIATION OFFICER OR ARBITRATOR OR UNDER HLDAA	62	15	10	11	12	14	53	8	15	4	13	13
REFERRAL OF CONSTRUCTION INDUSTRY GRIEVANCE	4,827	1,180	1,026	1,059	782	780	5,000	1,206	1,072	1,030	843	849
COMPLAINT UNDER OCCUPATIONAL HEALTH AND SAFETY ACT	475	141	106	87	59	82	489	139	109	93	61	87
COMPLAINT UNDER THE ENVIRONMENTAL PROTECTION ACT	4	0	0	0	3	1	3	0	0	0	0	3
COMPLAINT UNDER THE SMOKING IN WORKPLACE ACT	3	1	0	0	1	1	2	1	0	0	0	1
FIRST AGREEMENT ARBITRATION DIRECTION	68	18	14	15	13	8	68	14	15	12	14	13
DETERMINATION OF SECTOR OF CONSTRUCTION WORK	8	0	1	3	2	2	8	1	1	1	3	2
FINAL OFFER VOTE	104	26	17	19	27	15	101	24	15	20	20	22
FIRE PROTECTION AND PREVENTION ACT	4	0	0	0	2	2	0	0	0	0	0	0
EMPLOYMENT STANDARDS ACT (APPEAL)	3,929	522	1,191	758	658	800	3,583	262	660	976	815	870
OCCUPATIONAL HEALTH AND SAFETY ACT (APPEAL)	1,137	243	341	188	212	153	1,068	16	353	183	286	230
COMPLAINT UNDER FAIRNESS FOR PARENTS AND EMPLOYEES ACT	1	0	1	0	0	0	1	0	0	1	0	0
EDUCATION QUALITY IMPROVEMENT ACT APPLICATION	23	0	1	22	0	0	23	0	0	23	0	0
PUBLIC SECTOR LABOUR RELATIONS TRANSITION ACT, 1997	229	0	29	126	32	42	209	0	0	124	49	36
PROJECT AGREEMENT APPLICATION	3	0	0	1	1	1	3	0	0	0	1	2
APPLICATION FOR VOTE UNDER COMMUNITY SMALL BUSINESS INVESTMENT FUNDS, MINISTRY OF FINANCE	1	0	0	1	0	0	1	0	0	1	0	0

Table 3

Labour Relations Officer Activity in Cases Processed *
Fiscal Year 2000-01

Type of Case	Total Cases Assigned	Cases in Which Activity Completed				
		Settled			Referred to Board	Pending**
		Total	Number	Percent		
Total	6,204	4,702	4,115	87.5	587	1,502
CERTIFICATION OF BARGAINING AGENTS	1,123	927	805	86.8	122	196
SUCCESSOR EMPLOYER OR COMMON EMPLOYER STATUS	375	229	201	87.8	28	146
REFERRAL ON EMPLOYEE STATUS	30	25	25	100.0	0	5
CONTRAVENTION OF ACT	1,508	1,061	936	88.2	125	447
REFERRAL OF CONSTRUCTION INDUSTRY GRIEVANCE	972	849	803	94.6	46	123
COMPLAINT UNDER OCCUPATIONAL HEALTH AND SAFETY ACT	124	87	74	85.1	13	37
ALL OTHER CASE TYPES	2,072	1,524	1,271	83.4	253	548

*Includes all cases assigned to labour relations officers, which may or may not have been disposed of by the end of the year.

**Includes all cases in which the officer activity may or may not be complete but which was not disposed of by the end of the year.

Table 4

Results of Representation Votes Conducted * Fiscal Year 2000-01

Type of Case	Number of Votes	Eligible Employees	Ballots Cast	
			Total	In Favour of Unions
Total	840	45,065	36,435	20,705
Certification	766	42,752	34,521	20,120
Regular cases				
One union	539	34,402	27,901	16,228
Two unions	72	5,793	4,065	3,179
Construction cases				
One union	130	1,519	1,622	451
Two unions	25	1,038	933	262
Termination of Bargaining Rights				
One union	74	2,313	1,914	585

* Refers to all representation votes conducted and the results counted during the fiscal year, regardless of whether or not the case was disposed of during the year.

Table 5

Results of Representation Votes in Cases Disposed of *
Fiscal Year 2000-01

	Number of Votes			Eligible Votes			All Ballots Cast			Ballots Cast in Favour of Union		
				In Votes			In Votes			In Votes		
Type of Case	Total	Appl. Won	Appl. Lost	Total	Won	Lost	Total	Won	Lost	Total	Won	Lost
Total	811	583	228	50,119	33,507	16,612	38,402	23,518	14,884	23,245	17,112	6,133
Certification	749	536	213	47,571	31,620	15,951	36,300	21,991	14,309	22,652	16,790	5,862
Regular cases												
One union	578	419	159	41,216	26,463	14,753	31,482	18,282	13,200	19,349	14,101	5,248
Two unions	63	56	7	5,176	4,692	484	3,601	3,231	370	2,716	2,370	346
Construction cases												
One union	100	59	41	948	438	510	1,002	453	549	412	294	118
Two unions	8	2	6	231	27	204	215	25	190	175	25	150
Termination												
One union	62	47	15	2,548	1,887	661	2,102	1,527	575	593	322	271

* Refers to final representation votes conducted in cases disposed of during the fiscal year. This table should not be confused with Table 4 which refers to all representation votes conducted during the year regardless of whether or not the case was disposed of during the year.

Table 6

Time Required to Process Applications and Complaints Disposed of*, by Major Type of Case, Fiscal Year 2000-01

Time Taken (Calendar Days)	All Cases		Certification Cases		Contravention of the Act Cases		Construction Industry Grievance Cases		All Other Cases	
	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent	Dispositions	Cumulative Percent
Total	3,662	100.0	863	100.0	791	100.0	490	100.0	1518	100.0
Under 8 days	190	5.2	42	4.9	31	3.9	39	8.0	78	5.1
8-14 days	278	12.8	33	8.7	27	7.3	193	47.3	25	6.8
15-21 days	310	21.2	132	24.0	24	10.4	100	67.7	54	10.3
22-28 days	301	29.5	178	44.6	38	15.2	23	72.4	62	14.4
29-35 days	258	36.5	122	58.7	45	20.8	26	77.7	65	18.7
36-42 days	171	41.2	80	68.0	32	24.9	8	79.4	51	22.1
43-49 days	132	44.8	60	75.0	30	28.7	8	81.0	34	24.3
50-56 days	114	47.9	42	79.8	25	31.9	6	82.2	41	27.0
57-63 days	91	50.4	14	81.5	31	35.8	5	83.3	41	29.7
64-70 days	85	52.7	16	83.3	26	39.1	4	84.1	39	32.3
71-77 days	93	55.2	9	84.3	29	42.7	3	84.7	52	35.7
78-84 days	69	57.1	11	85.6	15	44.6	3	85.3	40	38.3
85-91 days	67	58.9	2	85.9	16	46.6	1	85.5	48	41.5
92-98 days	57	60.5	8	86.8	16	48.7	0	85.5	33	43.7
99-105 days	66	62.3	4	87.2	20	51.2	9	87.3	33	45.8
106-126 days	137	66.1	15	91.3	44	56.8	7	88.8	71	50.5
127-147 days	152	70.2	27	92.1	36	61.3	7	90.2	82	55.9
148-168 days	138	74.0	8	93.0	42	66.6	11	92.4	77	61.0
Over 168 days	953	100.0	60	100.0	264	100.0	37	100.0	592	100.0

*Excludes cases in which proceedings were adjourned sine die

Table 7

Union Distribution of Certification Applications Received and Disposed of

Fiscal Year 2000-01

Union	Number of Applications Received	Number of Applications Disposed of			
		Total	Certified	Dismissed	Settled*
All Unions	850	863	521	243	99
ASBESTOS WORKERS	1	1	1	0	0
AUTO WORKERS	2	2	2	0	0
BAKERY AND TOBACCO WORKERS	3	3	1	1	1
BOILERMAKERS	1	1	1	0	0
BREWERY AND SOFT DRINK WORKERS	4	4	2	1	1
BRICKLAYERS INTERNATIONAL	11	3	1	0	2
CANADIAN AUTO WORKERS	201	264	203	49	12
CANADIAN OPERATING ENGINEERS	6	5	1	4	0
CANADIAN UNION OF PUBLIC EMPLOYEES(CUPE)	78	77	61	10	6
CARPENTERS	67	38	12	16	10
CHRISTIAN LABOUR ASSOCIATION	13	15	6	7	2
CLOTHING AND TEXTILE WORKERS	4	4	2	2	0
COMMUNICATIONS, ENERGY AND PAPERWORKERS UNION OF CANADA	18	17	12	5	0
ELECTRICAL WORKERS (IBEW)	25	31	19	7	5
FOOD AND COMMERCIAL WORKERS	33	35	24	10	1
FOOD AND SERVICE WORKERS	1	0	0	0	0
GLASS, POTTERY AND PLASTIC WORKERS	0	1	0	1	0
GRAPHIC COMMUNICATION UNION	5	5	2	3	0
HOTEL EMPLOYEES	7	5	3	1	1
INDEPENDENT LOCAL UNION	1	3	2	1	0
INTERNATIONAL OPERATING ENGINEERS	30	32	15	10	7
IWA – CANADA	26	26	16	9	1
LABOURERS	95	81	41	24	16
MACHINISTS	1	1	1	0	0
NEWSPAPER GUILD	4	7	5	1	1
OFFICE AND PROFESSIONAL EMPLOYEES	2	3	1	0	2
ONTARIO NURSES ASSOCIATION	7	6	5	0	1
ONTARIO PUBLIC SCHOOL TEACHERS	1	1	1	0	0
ONTARIO PUBLIC SERVICE EMPLOYEES	31	26	16	9	1
ONTARIO SECONDARY SCHOOL TEACHERS	3	3	3	0	0
PAINTERS	8	6	2	4	0
PLASTERERS	1	1	0	1	0
PLUMBERS	7	6	2	3	1
PRACTICAL NURSES FEDERATION OF ONTARIO	1	0	0	0	0
RETAIL WHOLESALE EMPLOYEES	7	8	3	5	0
SEAFARERS	0	2	2	0	0
SERVICE EMPLOYEES INTERNATIONAL	14	12	8	2	2
SHEET METAL WORKERS	7	6	2	3	1
STRUCTURAL IRON WORKERS	2	1	1	0	0
TEAMSTERS	38	34	15	18	1
THEATRICAL STAGE EMPLOYEES	1	4	2	1	1
TRANSIT UNION (INTL.)	0	1	1	0	0
UNITED STEELWORKERS	33	33	16	13	4
OTHER UNIONS, INCLUDING EMPLOYEE ASSOCIATIONS	50	49	8	22	19

*Excludes cases in which proceedings were adjourned sine die

Table 8

Industry Distribution of Certification Applications Received and Disposed of Fiscal Year 2000-01

Industry	Number of Applications Received	Number of Applications Disposed of			
		Total	Certified	Dismissed	Settled*
All Industries	850	863	521	243	99
Manufacturing	112	124	56	64	4
CHEMICALS	3	3	2	1	0
CLOTHING	1	0	0	0	0
ELECTRICAL PRODUCTS	3	4	2	2	0
FABRICATED METALS	10	10	4	6	0
FOOD, BEVERAGES	13	14	7	6	1
FURNITURE, FIXTURES	4	6	4	2	0
MACHINERY	1	2	0	1	1
NON-METALLIC MINERALS	6	10	2	8	0
PAPER	3	3	1	2	0
PRIMARY METALS	1	1	0	1	0
PRINTING, PUBLISHING	10	13	9	3	1
RUBBER, PLASTICS	12	12	5	7	0
TEXTILES	2	1	1	0	0
TRANSPORTATION EQUIPMENT	9	11	5	6	0
WOOD	8	9	5	3	1
OTHER MANUFACTURING	26	25	9	16	0
Non-Manufacturing	738	739	465	179	95
ACCOMODATION, FOOD SERVICES	25	27	12	13	2
CONSTRUCTION	172	140	58	45	37
EDUCATION, RELATED SERVICES	12	15	11	0	4
ELECTRIC, GAS, WATER	10	12	9	2	1
FINANCE, INSURANCE CARRIERS	3	2	2	0	0
HEALTH, WELFARE SERVICES	226	284	232	35	17
HOSPITAL	3	1	1	0	0
MANAGEMENT SERVICES	3	1	1	0	0
MINING, QUARRYING	2	2	2	0	0
MUNICIPAL	22	26	24	1	1
PERSONAL SERVICES	5	4	1	2	1
REAL ESTATE, INSURANCE AGENCIES	8	9	4	4	1
RECREATIONAL SERVICES	5	8	4	3	1
RETAIL TRADE	24	27	12	13	2
STORAGE	7	5	2	3	0
TRANSPORTATION	13	14	9	4	1
WHOLESALE TRADE	0	2	1	1	0
OTHER SERVICES	198	160	80	53	27

*Excludes cases in which proceedings were adjourned sine die

Table 9

Size of Bargaining Units in Certification Applications Granted Fiscal Year 2000-01

	Total		Construction**		Non-Construction	
Employee size*	Number of Applications	Number of Employees	Number of Applications	Number of Employees	Number of Applications	Number of Employees
Total	521	36,901	58	447	463	36,454
0-9 employees	136	734	43	195	93	539
10-19 employees	91	1,257	10	132	81	1,125
20-39 employees	106	3,014	5	120	101	2,894
40-99 employees	113	6,972	0	0	113	6,972
100-199 employees	52	7,208	0	0	52	7,208
200-499 employees	18	4,811	0	0	18	4,811
500 employees or more	5	12,905	0	0	5	12,905

* Refers to the total number of employees in one or more bargaining units certified in an application. A total of 542 bargaining units were certified in the 521 applications in which certification was granted.

** Refers to cases processed under the construction industry provisions of the Act. This figure should not be confused with the figure in Table 10, which includes all applications involving construction employers whether processed under the construction industry provisions of the Act or not.

Table 10

Time Required to Process Certification Applications Granted*
Fiscal Year 2000-01

Calendar Days (including adjourments Requested by the parties)	Total Certified		Non-Construction		Construction	
	Number	Cumulative Percent	Number	Cumulative Percent	Number	Cumulative Percent
Total	521	100.0	463	100.0	58	100.0
Under 8 days	0	0.0	0	0.0	0	0.0
8-14 days	0	0.0	0	0.0	0	0.0
15-21 days	67	12.9	60	13.0	7	12.1
22-28 days	115	34.9	102	35.0	13	34.5
29-35 days	91	52.4	87	53.8	4	41.4
36-42 days	61	64.1	58	66.3	3	46.6
43-49 days	46	72.9	44	75.8	2	50.0
50-56 days	35	79.7	33	82.9	2	53.4
57-63 days	11	81.8	9	84.9	2	56.9
64-70 days	13	84.3	12	87.5	1	58.6
71-77 days	6	85.4	5	88.6	1	60.3
78-84 days	8	86.9	7	90.1	1	62.1
85-91 days	2	87.3	2	90.5	0	62.1
92-98 days	2	87.7	2	90.9	0	62.1
99-105 days	4	88.5	4	91.8	0	62.1
106-126 days	11	90.6	9	93.7	2	65.5
127-147 days	15	93.5	13	96.5	2	69.0
148-168 days	7	94.8	4	97.4	3	74.1
Over 168 days	27	100.0	12	100.0	15	100.0

* Refers only to applications in which certification was granted. This table should not be confused with Table 6 which refers to all certification applications disposed of during the year regardless of the method of disposition.

Table 11

Employment Status of Employees in Bargaining Units Certified by Industry

Fiscal Year 2000-01

Industry	All Units		Full-Time		Part-Time		Full-Time & Part-Time		All Employees No Exclusions Specified	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Industries	542	36,901	73	8,168	62	9,528	48	3,576	359	15,629
Manufacturing	56	6,700	7	586	1	24	13	1,131	35	4,959
CHEMICALS	2	195	0	0	0	0	1	109	1	86
ELECTRICAL PRODUCTS	2	64	0	0	0	0	0	0	2	64
FABRICATED METALS	4	477	2	322	0	0	2	155	0	0
FOOD, BEVERAGES	7	401	2	76	0	0	1	146	4	179
FURNITURE, FIXTURES	4	469	0	0	0	0	0	0	4	469
NON-METALLIC MINERALS	2	78	0	0	0	0	1	53	1	25
PAPER	1	11	0	0	0	0	0	0	1	11
PRINTING, PUBLISHING	9	2,634	0	0	0	0	1	31	8	2,603
RUBBER, PLASTICS	5	747	0	0	0	0	1	161	4	586
TEXTILES	1	34	1	34	0	0	0	0	0	0
TRANSPORTATION EQUIPMENT	5	471	0	0	0	0	2	196	3	275
WOOD	5	399	2	154	0	0	2	237	1	8
OTHER MANUFACTURING	9	720	0	0	1	24	2	43	6	653
Non-Manufacturing	486	30,201	66	7,582	61	9,504	35	2,445	324	10,670
ACCOMMODATION, FOOD SERVICES	12	445	0	0	1	34	0	0	11	411
CONSTRUCTION	63	447	0	0	0	0	0	0	63	447
EDUCATION, RELATED SERVICES	11	569	1	6	3	297	1	172	6	94
ELECTRIC, GAS, WATER	9	171	2	15	1	20	0	0	6	136
FINANCE, INSURANCE CARRIERS	2	12	1	5	0	0	0	0	1	7
HEALTH, WELFARE SERVICES	246	23,710	49	6,831	51	8,854	20	1,676	126	6,349
HOSPITAL	1	223	1	223	0	0	0	0	0	0
MUNICIPAL	25	544	5	180	2	105	3	40	15	219
MANAGEMENT SERVICES	2	10	0	0	0	0	0	0	2	10
MINING, QUARRYING	2	20	0	0	0	0	0	0	2	20
PERSONAL SERVICES	1	20	0	0	0	0	0	0	1	20
REAL ESTATE, INSURANCE AGENCIES	4	19	0	0	0	0	1	9	3	10
RECREATIONAL SERVICES	4	379	0	0	0	0	1	12	3	367
RETAIL TRADE	12	485	0	0	1	17	4	247	7	221
STORAGE	2	42	0	0	0	0	0	0	2	42
TRANSPORTATION	9	299	0	0	1	6	0	0	8	293
WHOLESALE TRADE	1	15	0	0	0	0	0	0	1	15
OTHER SERVICES	80	2,791	7	322	1	171	5	289	67	2,009

Table 12
Employment Status of Employees in Bargaining Units Certified by Union
Fiscal Year 2000-01

Union	All Units		Full-Time		Part-Time		Full-Time & Part-Time		All Employees No Exclusion Specified	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Unions	542	36,901	73	8,168	62	9,528	48	3,576	359	15,629
ASBESTOS WORKERS	1	3	0	0	0	0	0	0	1	3
AUTO WORKERS	2	178	0	0	0	0	1	171	1	7
BAKERY AND TOBACCO WORKERS	1	69	1	69	0	0	0	0	0	0
BOILERMAKERS	1	7	0	0	0	0	0	0	1	7
BREWERY AND SOFT DRINK WORKERS	2	34	1	29	0	0	0	0	1	5
BRICKLAYERS INTERNATIONAL	1	65	0	0	0	0	0	0	1	65
CANADIAN AUTO WORKERS	215	22,679	59	7,639	53	8,960	27	2,231	76	3,849
CANADIAN OPERATING ENGINEERS	1	11	0	0	0	0	0	0	1	11
CANADIAN UNION OF PUBLIC EMPLOYEES(CUPE)	61	1,857	0	0	3	51	6	225	52	1,581
CARPENTERS	12	46	0	0	0	0	0	0	12	46
CHRISTIAN LABOUR ASSOCIATION	6	270	0	0	0	0	0	0	6	270
CLOTHING AND TEXTILE WORKERS	2	310	0	0	0	0	1	105	1	205
COMMUNICATIONS, ENERGY AND PAPERWORKERS UNION OF CANADA	12	283	0	0	0	0	0	0	12	283
ELECTRICAL WORKERS (IBEW)	21	313	2	15	2	26	3	139	14	133
FOOD AND COMMERCIAL WORKERS	25	920	1	7	0	0	0	0	24	913
GRAPHIC COMMUNICATION UNION	2	35	0	0	0	0	1	31	1	4
HOTEL EMPLOYEES	3	122	0	0	0	0	0	0	3	122
INDEPENDENT LOCAL UNION	2	8	0	0	0	0	0	0	2	8
INTERNATIONAL OPERATING ENGINEERS	15	147	1	5	0	0	0	0	14	142
IWA - CANADA	18	1,054	2	154	0	0	2	43	14	857
LABOURERS	23	430	2	11	0	0	4	281	17	138
MACHINISTS	1	26	0	0	0	0	0	0	1	26
NEWSPAPER GUILD	5	2,556	0	0	0	0	0	0	5	2,556
OFFICE AND PROFESSIONAL EMPLOYEES	1	5	1	5	0	0	0	0	0	0
ONTARIO NURSES ASSOCIATION	5	111	0	0	0	0	0	0	5	111
ONTARIO PUBLIC SCHOOL TEACHERS	1	262	0	0	1	262	0	0	0	0
ONTARIO PUBLIC SERVICE EMPLOYEES	17	1,846	0	0	0	0	0	0	17	1,846
ONTARIO SECONDARY SCHOOL TEACHERS	3	50	0	0	0	0	0	0	3	50
PAINTERS	2	5	0	0	0	0	0	0	2	5
PLUMBERS	3	26	0	0	0	0	0	0	3	26
RETAIL WHOLESALE EMPLOYEES	2	55	0	0	0	0	0	0	2	55
SEAFARERS	2	7	0	0	0	0	0	0	2	7
SERVICE EMPLOYEES INTERNATIONAL	8	552	1	95	1	171	0	0	6	286
SHEET METAL WORKERS	2	15	0	0	0	0	0	0	2	15
STRUCTURAL IRON WORKERS	2	6	0	0	0	0	0	0	2	6
TEAMSTERS	15	487	0	0	0	0	0	0	15	487
THEATRICAL STAGE EMPLOYEES	2	47	0	0	1	15	0	0	1	32
TRANSIT UNION (INTL.)	1	59	0	0	0	0	0	0	1	59
UNITED STEELWORKERS	16	1,519	1	120	0	0	3	350	12	1,049
OTHER UNIONS, INCLUDING EMPLOYEE ASSOCIATIONS	28	426	1	19	1	43	0	0	26	364

Table 13

Occupational Groups in Bargaining Units Certified by Industry

Fiscal Year 2000-01

	All Groups		Production & Related		Office Clerical & Technical		Professional		Sales		Other	
	Number	Emplys.	Number	Emplys.	Number	Emplys.	Number	Emplys.	Number	Emplys.	Number	Emplys.
All Industries	542	36,901	479	32,460	25	1,800	26	1,393	1	7	11	1,241
Manufacturing	56	6,700	51	6,587	3	82	0	0	1	7	1	24
CHEMICALS	2	195	2	195	0	0	0	0	0	0	0	0
ELECTRICAL PRODUCTS	2	64	2	64	0	0	0	0	0	0	0	0
FABRICATED METALS	4	477	4	477	0	0	0	0	0	0	0	0
FOOD, BEVERAGES	7	401	6	394	0	0	0	0	1	7	0	0
FURNITURE, FIXTURES	4	469	4	469	0	0	0	0	0	0	0	0
NON-METALLIC MINERALS	2	78	2	78	0	0	0	0	0	0	0	0
PAPER	1	11	1	11	0	0	0	0	0	0	0	0
PRINTING, PUBLISHING	9	2,634	6	2,552	3	82	0	0	0	0	0	0
RUBBER, PLASTICS	5	747	5	747	0	0	0	0	0	0	0	0
TEXTILES	1	34	1	34	0	0	0	0	0	0	0	0
TRANSPORTATION EQUIPMENT	5	471	5	471	0	0	0	0	0	0	0	0
WOOD	5	399	5	399	0	0	0	0	0	0	0	0
OTHER MANUFACTURING	9	720	8	696	0	0	0	0	0	0	1	24
Non-Manufacturing	486	30,201	428	25,873	22	1,718	26	1,393	0	0	10	1,217
ACCOMMODATION, FOOD SERVICES	12	445	12	445	0	0	0	0	0	0	0	0
CONSTRUCTION	63	447	63	447	0	0	0	0	0	0	0	0
EDUCATION, RELATED SERVICES	11	569	6	253	1	7	4	309	0	0	0	0
ELECTRIC, GAS, WATER	9	171	8	104	0	0	1	67	0	0	0	0
FINANCE, INSURANCE CARRIERS	2	12	2	12	0	0	0	0	0	0	0	0
HEALTH, WELFARE SERVICES	246	23,710	209	20,082	14	1,678	17	956	0	0	6	994
HOSPITAL	1	223	1	223	0	0	0	0	0	0	0	0
MUNICIPAL	25	544	21	517	1	4	2	20	0	0	1	3
MANAGEMENT SERVICES	2	10	2	10	0	0	0	0	0	0	0	0
MINING, QUARRYING	2	20	2	20	0	0	0	0	0	0	0	0
PERSONAL SERVICES	1	20	1	20	0	0	0	0	0	0	0	0
REAL ESTATE, INSURANCE AGENCIES	4	19	3	15	1	4	0	0	0	0	0	0
RECREATIONAL SERVICES	4	379	4	379	0	0	0	0	0	0	0	0
RETAIL TRADE	12	485	12	485	0	0	0	0	0	0	0	0
STORAGE	2	42	2	42	0	0	0	0	0	0	0	0
TRANSPORTATION	9	299	7	258	0	0	2	41	0	0	0	0
WHOLESALE TRADE	1	15	1	15	0	0	0	0	0	0	0	0
OTHER SERVICES	80	2,791	72	2,546	5	25	0	0	0	0	3	220

Table 14
Occupational Groups in Bargaining Units Certified by Union
Fiscal Year 2000-01

	All Groups		Production & Related		Office, Clerical & Technical		Professional		Sales		Other	
	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.	Number	Empls.
All Unions	542	36,901	479	32,460	25	1,800	26	1,393	1	7	11	1,241
ASBESTOS WORKERS	1	3	1	3	0	0	0	0	0	0	0	0
AUTO WORKERS	2	178	2	178	0	0	0	0	0	0	0	0
BAKERY AND TOBACCO WORKERS	1	69	1	69	0	0	0	0	0	0	0	0
BOILERMAKERS	1	7	1	7	0	0	0	0	0	0	0	0
BREWERY AND SOFT DRINK WORKERS	2	34	2	34	0	0	0	0	0	0	0	0
BRICKLAYERS INTERNATIONAL	1	65	1	65	0	0	0	0	0	0	0	0
CANADIAN AUTO WORKERS	215	22,679	191	20721	10	846	6	65	0	0	8	1047
CANADIAN OPERATING ENGINEERS	1	11	1	11	0	0	0	0	0	0	0	0
CANADIAN UNION OF PUBLIC EMPLOYEES (CUPE)	61	1857	51	1,643	4	117	5	77	0	0	1	20
CARPENTERS	12	46	12	46	0	0	0	0	0	0	0	0
CHRISTIAN LABOUR ASSOCIATION	6	270	6	270	0	0	0	0	0	0	0	0
CLOTHING AND TEXTILE WORKERS	2	310	2	310	0	0	0	0	0	0	0	0
CANADA	12	283	10	272	2	11	0	0	0	0	0	0
ELECTRICAL WORKERS (IBEW)	21	313	21	313	0	0	0	0	0	0	0	0
FOOD AND COMMERCIAL WORKERS	25	920	24	913	0	0	0	0	1	7	0	0
GRAPHIC COMMUNICATION UNION	2	35	2	35	0	0	0	0	0	0	0	0
HOTEL EMPLOYEES	3	122	3	122	0	0	0	0	0	0	0	0
INDEPENDENT LOCAL UNION	2	8	0	0	1	5	1	3	0	0	0	0
INTERNATIONAL OPERATING ENGINEERS	15	147	12	134	3	13	0	0	0	0	0	0
IWA - CANADA	18	1054	16	1017	0	0	1	34	0	0	1	3
LABOURERS	23	430	23	430	0	0	0	0	0	0	0	0
MACHINISTS	1	26	1	26	0	0	0	0	0	0	0	0
NEWSPAPER GUILD	5	2,556	3	2481	2	75	0	0	0	0	0	0
OFFICE AND PROFESSIONAL EMPLOYEES	1	5	1	5	0	0	0	0	0	0	0	0
ONTARIO NURSES ASSOCIATION	5	111	0	0	0	0	5	111	0	0	0	0
ONTARIO PUBLIC SCHOOL TEACHERS	1	262	0	0	0	0	1	262	0	0	0	0
ONTARIO PUBLIC SERVICE EMPLOYEES	17	1846	11	459	1	631	5	756	0	0	0	0
ONTARIO SECONDARY SCHOOL TEACHERS	3	50	2	32	0	0	1	18	0	0	0	0
PAINTERS	2	5	2	5	0	0	0	0	0	0	0	0
PLUMBERS	3	26	3	26	0	0	0	0	0	0	0	0
RETAIL WHOLESALE EMPLOYEES	2	55	2	55	0	0	0	0	0	0	0	0
SEAFARERS	2	7	2	7	0	0	0	0	0	0	0	0
SERVICE EMPLOYEES INTERNATIONAL	8	552	6	286	1	95	0	0	0	0	1	171
SHEET METAL WORKERS	2	15	2	15	0	0	0	0	0	0	0	0
STRUCTURAL IRON WORKERS	2	6	2	6	0	0	0	0	0	0	0	0
TEAMSTERS	15	487	14	480	1	7	0	0	0	0	0	0
THEATRICAL STAGE EMPLOYEES	2	47	2	47	0	0	0	0	0	0	0	0
TRANSIT UNION (INTL.)	1	59	1	59	0	0	0	0	0	0	0	0
UNITED STEELWORKERS	16	1,519	16	1,519	0	0	0	0	0	0	0	0
OTHER UNIONS, INCLUDING EMPLOYEE ASSOCIATIONS	28	426	27	359	0	0	1	67	0	0	0	0

Table 15

CERTIFICATION CASES TO VOTE, WITH APPLICATION DATES BETWEEN APRIL 1, 2000 AND MARCH 31, 2001

Number of Cases
Number of Days between application date and date vote held

	Under 5	5	6	7	8	9	10	11-15	16-20	Over 20	Total
Fiscal 00/01											
Industrial	-	493	20	11	12	6	2	8	4	8	564
Construction	1	44	70	23	2	2	1	4	-	1	148
Total	1	537	90	34	14	8	3	12	4	9	712

Percentage of Cases
Number of Days between Application date and date vote held

	Under 5	5	6	7	8	9	10	11-15	16-20	Over 20
Industrial	-	87.41	3.55	1.95	2.13	1.06	.35	1.42	.71	1.42
Construction	.67	29.73	47.3	15.54	1.35	1.35	.67	2.70	-	.67

Summary
Percentages of votes held within

	5 days or less	7 days or less	10 days or less
Industrial	87.41	92.91	96.45
Construction	30.4	93.24	96.61

Table 16

NEW CERTIFICATION APPLICATIONS RECEIVED

By Quarter, April 1, 1990 to March 31, 2001

Fiscal Year	1st	2nd	3rd	4th	TOTAL
90/91	185	184	218	188	775
91/92	313	325	245	209	1092
92/93	220	180	184	240	824
93/94	346	311	252	257	1166
94/95	289	257	251	280	1077
95/96	315	239	144	99	797
96/97	150	163	178	192	683
97/98	180	178	197	178	733
98/99	192	167	170	163	692
99/00	155	152	127	266	700
00/01	186	190	202	272	850
TOTAL	2531	2346	2168	2344	9389

16A

New Certification Applications Received

By Quarter, April 1, 1990 to March 31, 2001

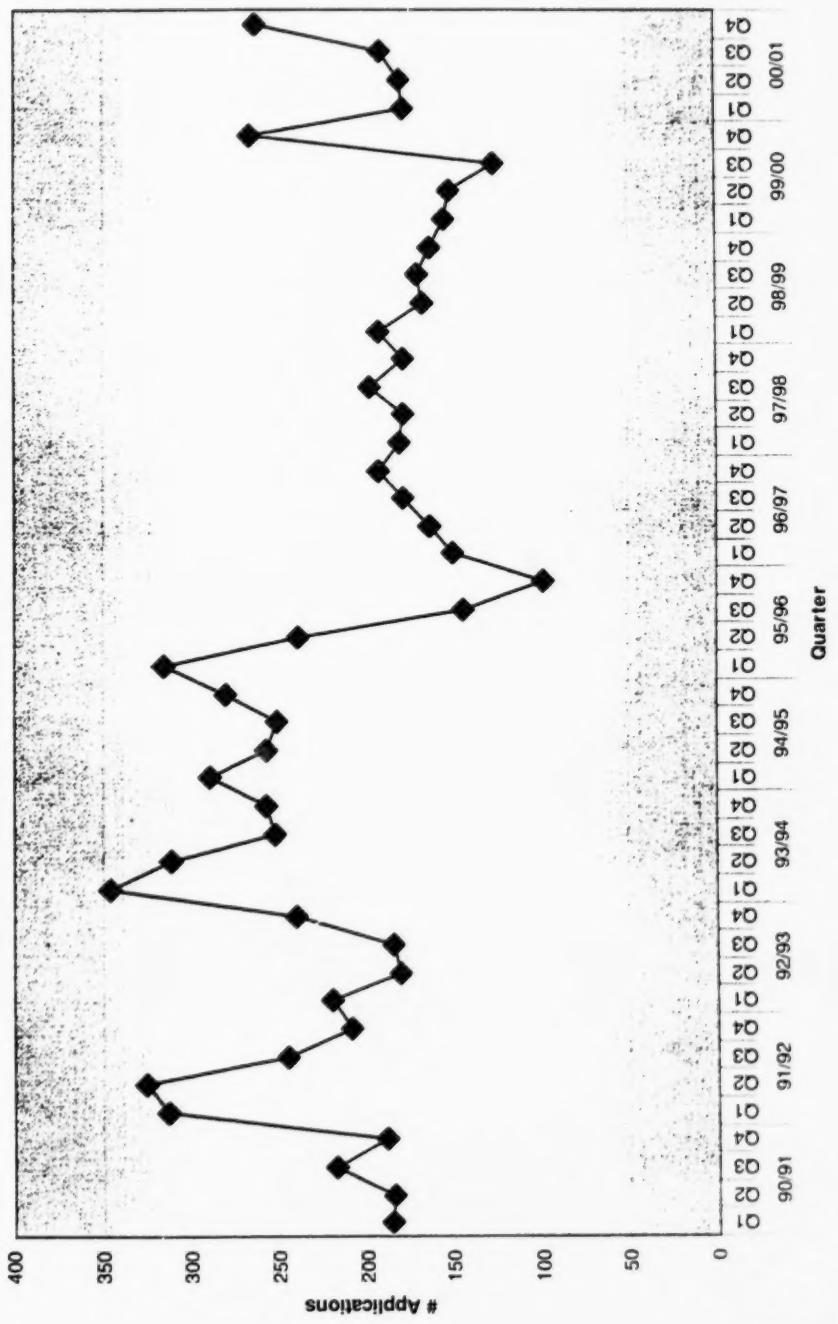


Table 17

TERMINATION CASES TO VOTE, WITH APPLICATION DATES BETWEEN APRIL 1, 2000 AND MARCH 31, 2001

Number of Cases
Number of Days between application date and date vote held

	Under 5	5	6	7	8	9	10	11-15	16-20	Over 20	Total
Fiscal 00/01	-	34	17	5	2	3	3	5	1	1	74

Percentage of Cases
Number of Days between Application date and date vote held

Under 5	5	6	7	8	9	10	11-15	16-20	Over 20
-	47.89	23.94	7.04	2.82	4.22	4.22	7.04	1.41	1.41

Summary
Percentages of votes held within

5 days or less	7 days or less	10 days or less
47.89	78.87	90.13

Table 18

NEW TERMINATION APPLICATIONS RECEIVED

By Quarter, April 1, 1990 to March 31, 2001

Fiscal Year	1st	2nd	3rd	4th	TOTAL
90/91	49	23	29	28	129
91/92	21	32	31	49	133
92/93	60	24	21	17	122
93/94	30	25	29	26	110
94/95	30	26	36	53	145
95/96	62	24	70	95	251
96/97	36	56	67	33	192
97/98	39	34	38	57	168
98/99	60	25	44	34	163
99/00	36	23	28	27	114
00/01	22	16	34	57	129
TOTAL	445	308	427	476	1656

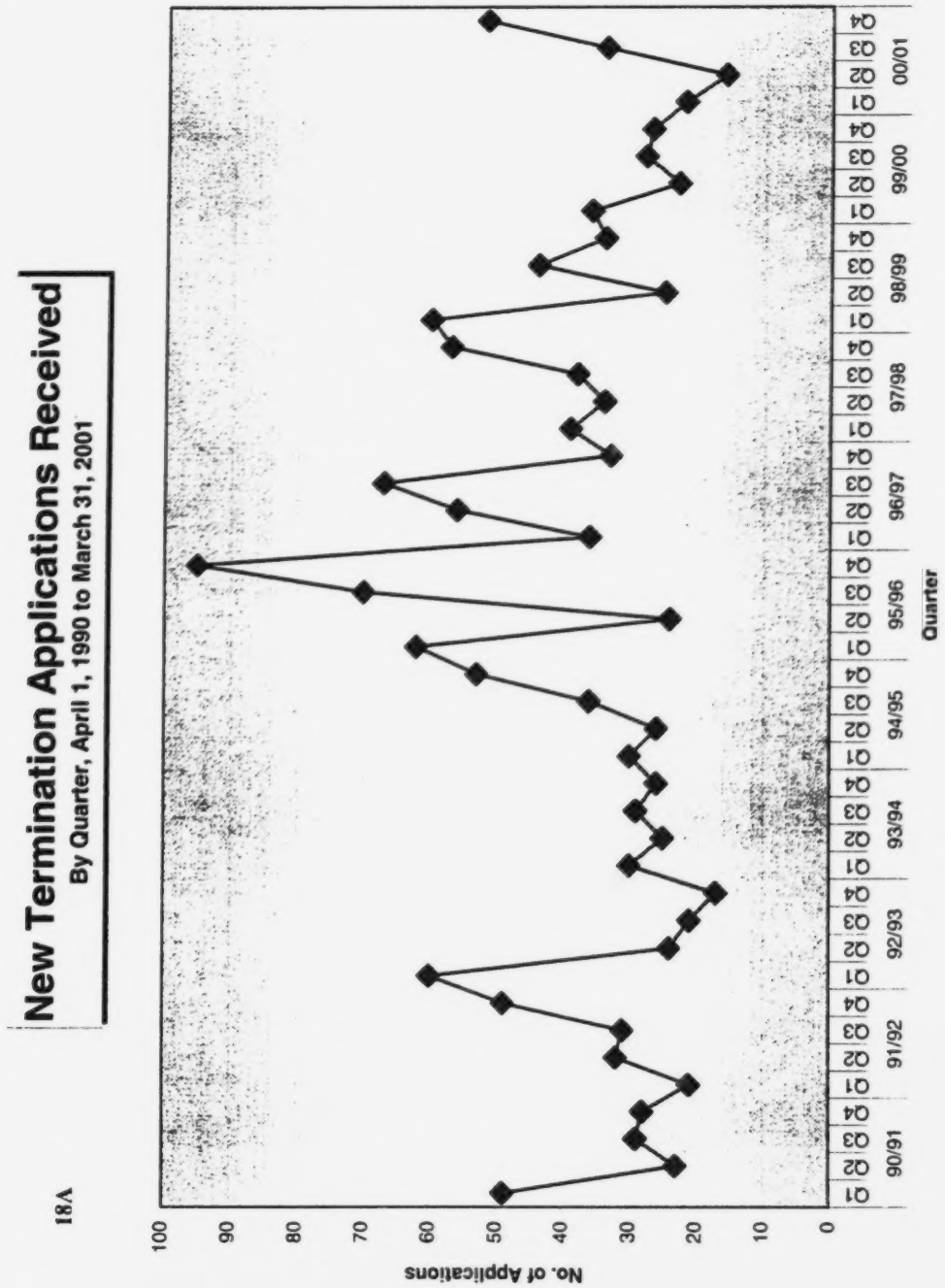

New Termination Applications Received
By Quarter, April 1, 1990 to March 31, 2001
No. of Applications
Quarter
0
10
20
30
40
50
60
70
80
90
100
90/91
91/92
92/93
93/94
94/95
95/96
96/97
97/98
98/99
99/00
00/01
Q1
Q2
Q3
Q4

Table 19

NEW UNFAIR LABOUR PRACTICE APPLICATIONS RECEIVED

By Quarter, April 1, 1990 to March 31, 2001

Fiscal Year	1st	2nd	3rd	4th	TOTAL
90/91	256	209	229	291	985
91/92	264	222	246	254	986
92/93	246	232	233	246	957
93/94	270	211	249	322	1052
94/95	286	296	307	327	1216
95/96	342	312	267	234	1155
96/97	326	260	269	304	1159
97/98	328	353	316	422	1419
98/99	331	326	274	302	1233
99/00	305	284	268	273	1130
00/01	295	222	274	261	1052
TOTAL	3249	2927	2932	3236	12344

19A

New Unfair Labour Practice Applications Received

By Quarter, April 1, 1990 to March 31, 2001

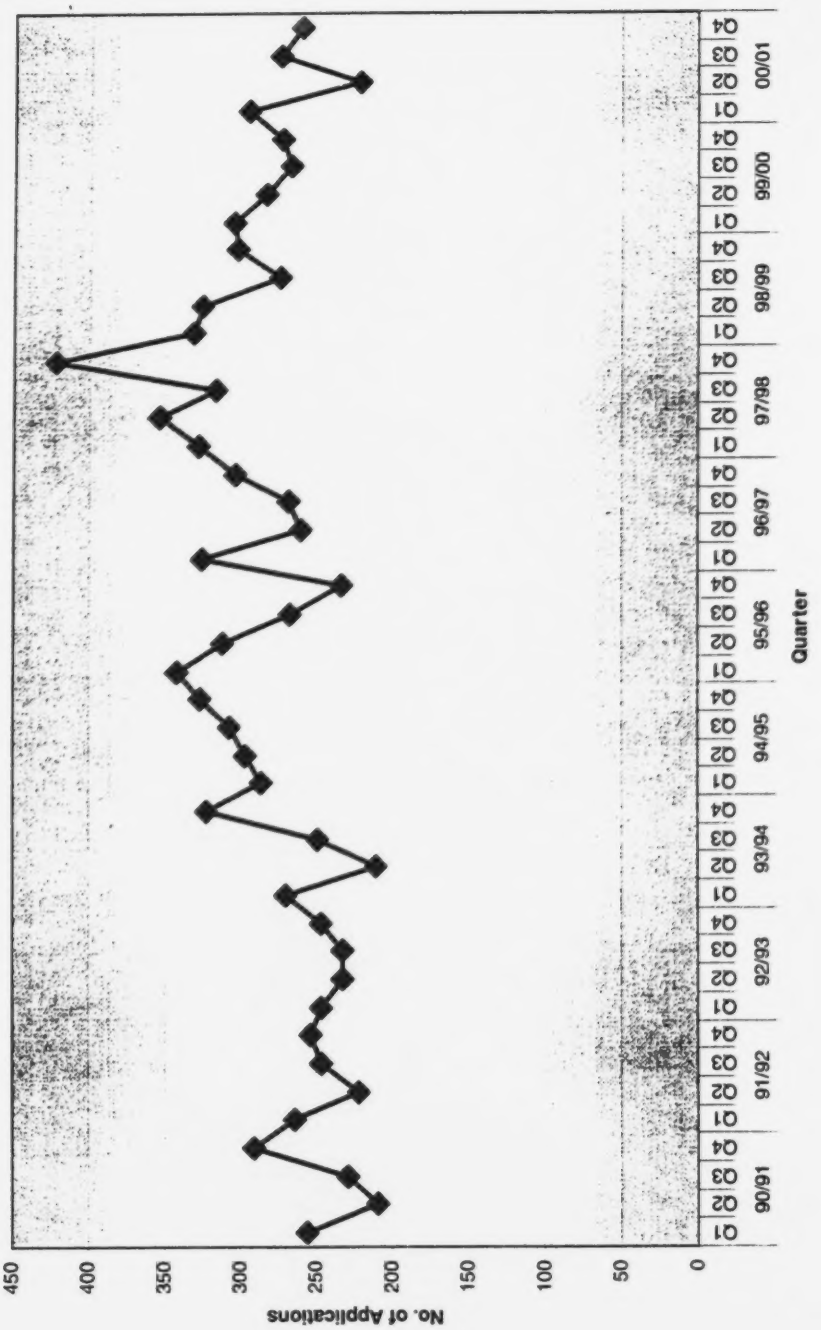


Table 20

NEW CONSTRUCTION INDUSTRY GRIEVANCE APPLICATIONS RECEIVED

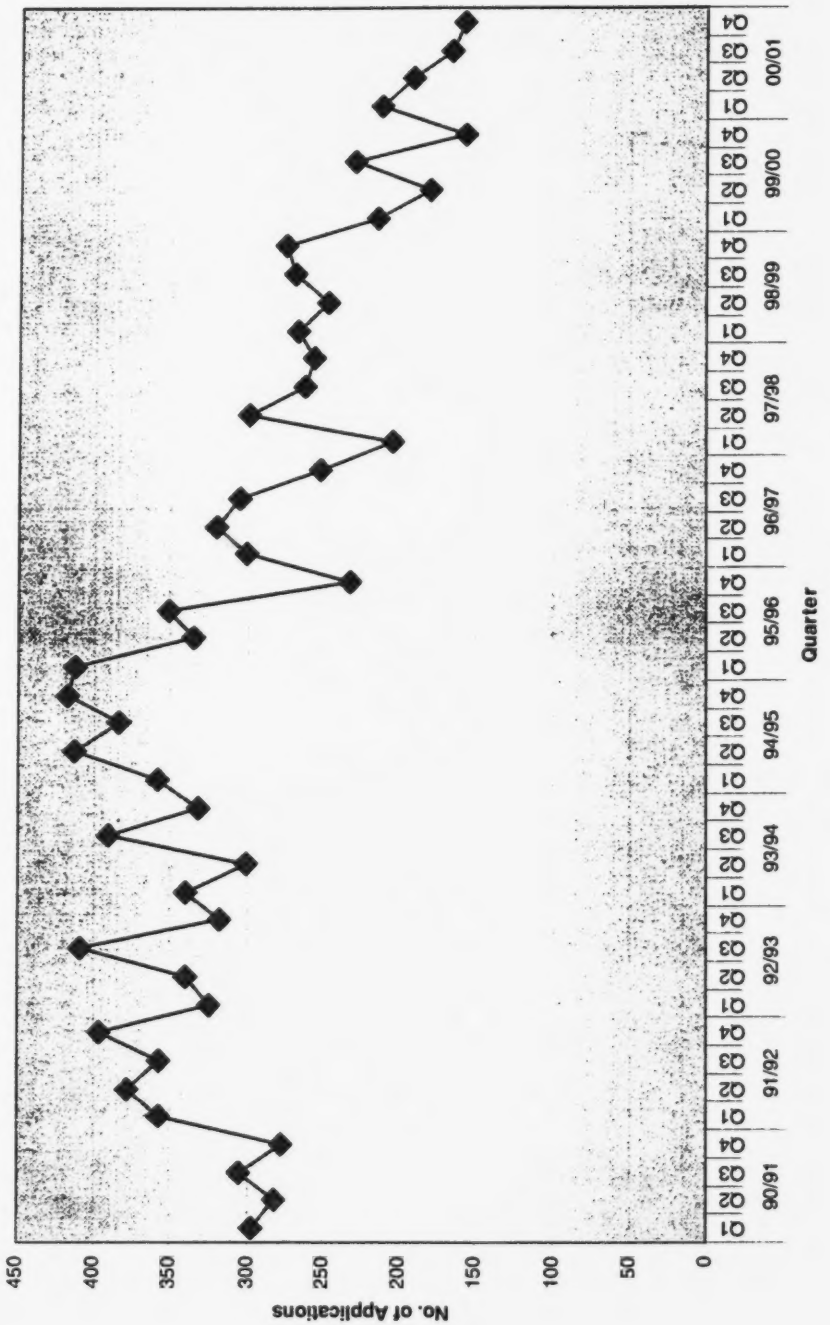
By Quarter, April 1, 1990 to March 31, 2001

Fiscal Year	1st	2nd	3rd	4th	TOTAL
90/91	297	282	305	278	1162
91/92	358	378	357	397	1490
92/93	325	340	409	318	1392
93/94	340	301	391	332	1364
94/95	359	413	384	418	1574
95/96	413	335	352	233	1333
96/97	301	321	305	252	1179
97/98	205	300	263	257	1025
98/99	267	248	269	275	1059
99/00	215	180	230	157	782
00/01	213	192	188	187	780
TOTAL	3293	3290	3453	3104	13140

20A

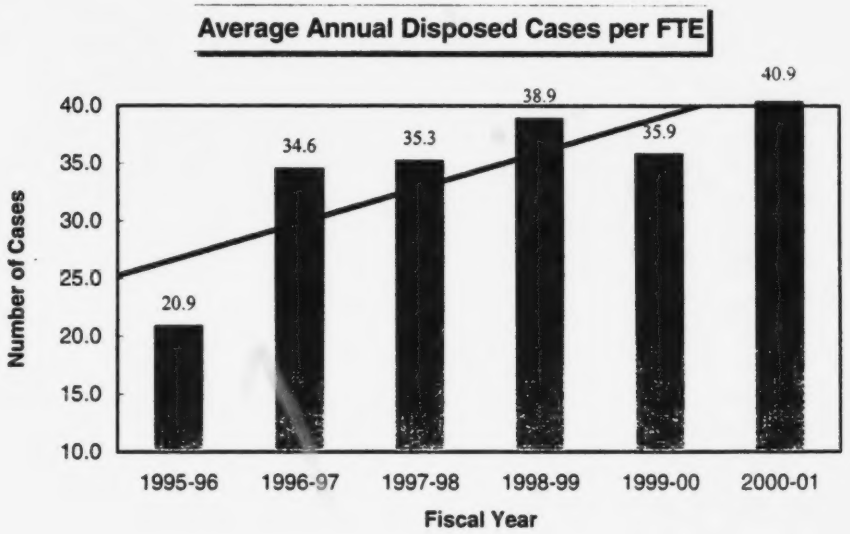
New Construction Industry Grievances Applications Received

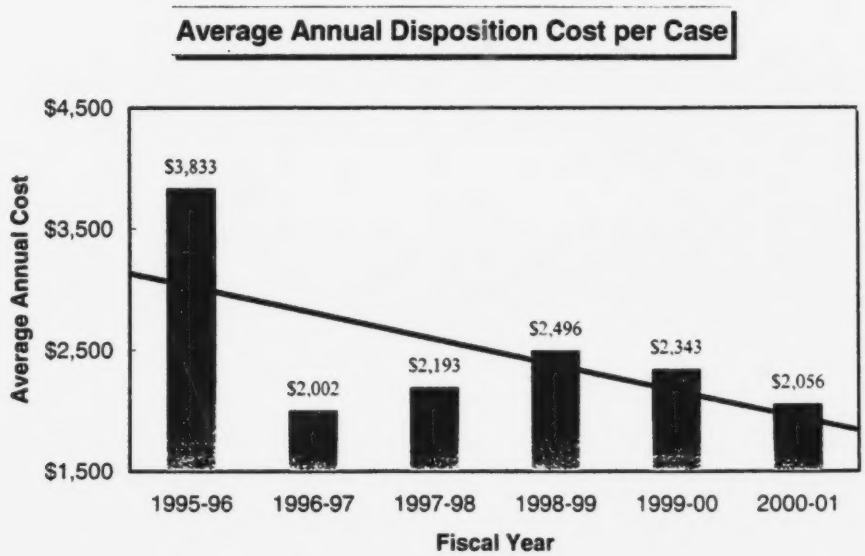
By Quarter, April 1, 1990 to March 31, 2001



OLRB Case Management Efficiencies 1995-2000

Each year the Board undertakes an analysis of its case management efficiencies and reports back on its annual disposition costs. The analysis reviews the number of cases disposed of per FTE (full time employee) and the average annual cost per case calculations and compares the results against the previous fiscal years.





III OLRB – Measuring Performance – Achieving Goals

Each year the OLRB provides a broad accountability of progress achieved on our core performance measures. We take each of our goals and track progress on a series of performance measures designed to assess whether the Board is measuring up to corporate standards and program targets/commitments.

Measure	Standard / Target	2000-2001 Commitments	2000-2001 Achievements
Level of "customer" satisfaction	75% overall satisfaction with services	70% overall satisfaction with services	Actual: Exceeded commitment - 74% overall satisfaction *As verified by external MOL survey
Degree of compliance with OPS-wide Common Service Standards	80% overall compliance with telephone standard	80% overall compliance with telephone standard	Actual: Achieved corporate commitment – 80% *As verified by internal OLRB survey
	Correspondence will be answered, on average, within 15 days	Correspondence will be answered, on average, within 15 days	Actual: Exceeded corporate commitment – avg. 8 days *As verified by internal OLRB/MOL survey
% variance between year end allocation and expenditure	Less than 2% variance between year end allocation and expenditure	Less than 2% variance between year end allocation and expenditure	Actual: Exceeded commitment -.38% variance *As verified by MOF Internal Audit of OLRB 2000/2001
Meet legislated time lines	100% of certification votes (industrial) within 5-7 days of application	Standard adjusted (from 1999) to: 90% cert. votes held within 5-7 days. 95% held within 7-10 days Adjusted standard to 5% or less held within more than 10 days	Actual: Exceeded commitment 92.9% of votes held within 5-7 days or less 96.5% of votes held within 10 days or less 3.5% of votes held in more than 10 days *Based on 766 certification votes (industrial)
	80% of PSLRTA disputes to adjudication within 30 days of final mediation; 20% within 60-90 days	80% of PSLRTA disputes to adjudication within 30 days of final mediation; 20% within 60-90 days	Actual: Exceeded commitment – 92.3% within 30 days 7.7% within 60 days or less 0% over 60 days
% of cases with outstanding decisions	No more than 2% of adjudicators' cases going to hearing have decisions outstanding more than 6 months	No more than 2% of adjudicator's cases going to hearing have decisions outstanding more than 6 months	Actual: Exceeded commitment - 6 cases or 1.8% *Based on 338 cases with final hearing date in first half of fiscal 00/01'
% of LRA cases settled through mediation	80% of LRA cases settled through mediation	80% of LRA cases settled through mediation	Actual: Exceeded commitment - 85.7% *Based on completed case activity in: (805) certifications , (936) unfair labour practices.
% of judicial reviews upheld	100% of judicial reviews upheld Board decision	100% of judicial reviews upheld Board decision	Actual: Meeting commitment – 100% *Based on 33 applications filed with 31 disposed and 2 granted (both from 1998 cases)
Timeliness of information provided:	Monthly publication of "Highlights" Bulletin within 10 days of the end of each month and bi-monthly reports within 2-4 weeks of month-end	Publish "Highlights" Bulletin within 2-3 weeks of month-end	Actual: Meeting commitment
		Publish bi-monthly Reports within 6-8 weeks of month-end	Actual: Meeting commitment *Periodic variances attributed to publishing/translation delays
	Annual publication of OLRB annual report within 12 weeks of the end of the fiscal year	Annual publication of OLRB annual report within 90 days fiscal year end	Actual: On track to meet 2000/2001 commitment

Additional: 80% of PSLRTA disputes (section 21, 22, or 23) resolved by or referred to mediation within 30 days of application, 20% within 60-90 days – Actual = 100%; 90% of S. 133 grievance referrals listed for hearing within 14 days of application date (based on parties waiving time limits in 10% of cases) – Actual = 85%-100%; of First Contract applications listed for hearing within 30 days of application date – Actual 100%

IV OLRB - Financial Performance – Managing the Dollars

The OLRB is established as an independent administrative tribunal, and operates at arm's length from the Ministry of Labour. However, from a budgetary perspective, the OLRB is an Adjudicative Agency accountable to the Minister of Labour. The Board's annual operating budget is part of the Ministry's estimates and allocation process and the Board is required to report quarterly on its expenditures and planned commitments.

The Deputy Minister of Labour has delegated authority for specific financial and administrative transactions to the Chair of the Board, the Director and Managers.

The OLRB is subject to audit review and expenditure constraints and its managers are accountable for following established management practices and using public resources for authorized purposes.

For fiscal **2000/2001** the OLRB reported total **revenues of 345.8** from cost recovery of construction industry grievance referrals and 45.8 from publications. The OLRB's **budget** for fiscal 2000/2001 was **11,782.8** (including transitional and base funding) and its **expenditures** were **11,688.3**. This represented a **positive variance** between budget and actual of **.38%.**

Financial Report (by Core Business) – 2000/2001
All figures in $000.0 thousand – Includes BPS transitional funding and base funding – Lease costs not included

Expenditure Category	2000/01 Final Budget	2001/02 Actual Expenditures	Variance $ (Difference Between Budget & Actual)	Variance Explanation
Salary & Wages	*6,789.5*	*6,702.3*	*87.2*	
Employee Benefits	*1,200.2*	*1,209.8*	*(9.6)*	
Operating Expenses	*3,793.1*	*3,776.2*	*16.9*	
Total	***11,782.8***	***11,688.3***	***94.5***	
Recoveries				

Revenues Generated From:	Amount
Construction Grievances	**299.7**
Subscriptions	**45.8**
Other	**.3**

V A Look Ahead – Technology at the OLRB

The OLRB will be advancing the use of information and information technology in a variety of ways, including through the full implementation of its newly developed case management system. We will, hopefully, also be piloting a number of electronic service delivery (ESD) initiatives to improve access and service delivery to our "client" and "stakeholder" groups. And, we will be redesigning (new layout/design and services) our website.

For the past eighteen months or so, the OLRB has been involved in the design and development of a new case management system: a comprehensive case management system designed to incorporate the creation and production of electronic case files within an integrated workflow business environment. The system has been designed to be structured enough to accommodate specific workflow steps, yet flexible enough to allow for the injection of new processes on demand. An integral component of the system is the scanning capability that allows for the creation of electronic file folders. All current documentation and information is, therefore, available to the Board's staff by way of scanned images, within a fully integrated, user friendly, electronic case file. The new system has at its root the advanced use of technology to improve operational performance (i.e. the day to day management of over 4000 new files). By integrating current technology into the case management process, the Board will be better placed to manage caseload, process cases and improve operational efficiency.

Beyond improvements to the way we move and manage cases at the OLRB, our participation in related electronic service initiatives will advance access to our "services" by moving us, relatively easily, into future goals such as electronic filing and interactive website service. We will continue to advance the use of the technology at our disposal in the field, as well. Labour Relations Officers will be adopting an Officer Workbench platform which will enable them to receive their cases electronically and scan and communicate the results of mediation efforts in real time. They will have faxing and additional communication tools at their disposal, as well. Indeed, the Board has articulated a plan to implement its ESD initiatives over the next couple of years and, moreover, has also moved to participate in a number of pilot initiatives in the areas of e-filing and e-hearings.

Lastly, the OLRB will undertake a redesign of its website. We will be investing in a strategy to improve the layout and functionality of our site and ways to improve "interactiveness", so that users will be able to access (and eventually file) forms and applications online. A new search engine will be developed to enable users to access all decisions produced by the Board. And the site itself will take on a completely different look.